Texas STAR Frequently Asked Questions

1. What are the hardware, software, and license requirements to access the dashboard?

   The dashboard is web-based, so once you click on and activate your invitation link, there are no special hardware, software, or license requirements to access the dashboard on a desktop computer. The dashboard is compatible with most browsers for PC and Mac.

   To view the dashboard on your mobile device, download the Microsoft Power BI app after you click on and activate your invitation link.

2. Why didn’t I receive the email from Microsoft with an invitation link?

   Check your spam, junk, or clutter folder. The email may be treated as spam by some email systems.

3. What are my user name and password?

   Your user name and password are most likely the same user name and password associated with your institution. In some cases, you may need to use your student or employee ID number or email address to sign on.

   **Check with your institution to determine your sign-on method.**

   UT Southwestern does **not** have your password, nor can UT Southwestern reset your password.

4. Why did I receive an “invalid report” error message when I clicked my invitation link?

   Your invitation link contains personal and timestamp information.

   Follow these guidelines to avoid an “invalid report” error message:

   • Click on your invitation link to activate it within 30 days, or it will expire.

   • Do not attempt to sign on using an invitation link meant for another individual.

   • Do not attempt to sign on using the direct link on the public website until you click on your invitation link to activate it.
5. I did not click on my invitation link to activate it within 30 days, and it is now expired. How can I get another invitation link?

For participating deans:
Email texasSTAR@utsouthwestern.edu to request a new invitation link.

For other users:
Contact your institution’s dean to request a new invitation link. The dean will need to request a new invitation link on your behalf.

6. The email with my invitation link has been deleted or misplaced. How can I get another invitation link?

For participating deans:
Email texasSTAR@utsouthwestern.edu to request a new invitation link.

For other users:
Contact your institution’s dean to request a new invitation link. The dean will need to request a new invitation link on your behalf.

7. I followed all the instructions, but I still can’t access the dashboard. Why?

It is possible that your institution blocks access to Microsoft Power BI.

Complete the following steps to test your access directly on Microsoft Power BI site:

1. Open your browser and navigate to powerbi.com.
2. Click “sign in” in the upper right-hand corner.
3. Sign in with your email address and password.

If you have issues signing in using the steps above, notify us at texasSTAR@utsouthwestern.edu and include your institution’s IT department in the CC field. We will then work with your IT department to find a solution.
8. I clicked on my invitation link to activate it more than 30 days ago. Can I still access the dashboard using my invitation link?

Yes, if you clicked on your invitation link to activate it within 30 days, you can continue to access the dashboard directly through your invitation link.

Once your invitation link is activated, your access will be valid for the remainder of the current year, until next year’s survey report is published.

You can also access the dashboard using the direct link. The direct link can be found on the public website here, [https://www.utsouthwestern.edu/education/medical-school/about-the-school/student-affairs/texas-star.html](https://www.utsouthwestern.edu/education/medical-school/about-the-school/student-affairs/texas-star.html), under the heading “Where and how can I access the online dashboard?” You will be prompted to login.

9. Will you use my email address for any other purpose?

We will not use your email address for any other purpose. We will not store your email address in a database or other directory. We will never contact you directly, unless you are the participating dean. If we need to contact you for any reason, we will do so through your institution’s dean.

10. Can my access be revoked?

Yes, we can revoke user access if your institution requests it.

11. I was approved for access to the dashboard last year, does my access expire?

Yes, the online dashboard only contains the current year’s survey report, and access must be renewed each year with each new survey report.